

AMENDMENTS TO THE CLAIMS

Please cancel Claims 3 and 10 without prejudice.

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A system for providing ~~an accurate~~ root cause failure information about a computer system to a user, by linking user incident reports to the root cause failure in a diagnostic database that reflects the system's current configuration, comprising:

a monitoring application ~~that monitors~~ for monitoring a plurality of assets ~~in the computer system~~ and ~~that generates a system incident report when a failure of an asset of the plurality of assets is detected;~~ detecting failures with the plurality of assets;

a diagnostic database ~~that lists~~ having a plurality of pre-identified symptoms, including a set of potential symptoms, each pre-identified symptom being linked to at least one failure of an asset, wherein a ~~potential symptom~~ pre-identified symptom is activated when the monitoring application detects a failure linked to the pre-identified symptom; and

an incident tracking application configured to present to the user a set of activated symptoms that characterize a current state of the plurality of assets, the incident tracking application also configured to receive from the user a user incident report that includes a user-observed symptom selected by the user that corresponds to one of the set of activated symptoms the incident tracking application also configured to associate a user incident report with a system incident report when the user incident report includes a user-observed symptom that corresponds to one of the set of activated symptoms, for tracking user incident reports received from users, each user incident report containing an observed symptom,

wherein, after a user incident report is received, the observed symptom in the user incident report is matched up with an activated pre-identified symptom in the diagnostic database, the asset that is associated with the activated symptom being the root cause failure.

2. (Original) The system of claim 1 further comprising an incident tracking database for storing the user incident reports.
3. (Cancelled)
4. (Currently Amended) The system of claim 1, wherein the system incident report is stored in the incident tracking database.
5. (Original) The system of claim 1, wherein the diagnostic database further stores a plurality of solutions, each solution being associated with at least one pre-identified symptom.
6. (Currently Amended) A method for providing root cause failure information about a computer system to a user, an accurate root cause failure by linking user incident reports to the root cause failure in a diagnostic database that reflects the system's current configuration, comprising the steps of:
 - pre-populating a diagnostic database with a plurality of pre-identified symptoms, each pre-identified symptom being linked to at least one solution;
 - linking each pre-identified symptom with at least one failure of one asset;
 - monitoring a plurality of assets;
 - upon detecting a failure of an asset, activating at least one pre-identified symptom associated with the failed asset in the diagnostic database, thereby generating a activated symptom list;
 - presenting the activated symptom list to the user;
 - receiving a user incident report from ~~an~~ the user, ~~wherein~~ the user incident report having including at least one user-observed symptom; and
 - matching associating the user-observed symptom with an activated pre-identified symptom from the activated symptom list in the diagnostic database, ~~the asset associated with~~

~~the matched symptom being the root cause failure.~~

7. (Original) The method of claim 6, further comprising the steps of:
retriving a solution associated with the activated pre-identified symptom; and
executing actions listed in the solution.
8. (Original) The method of claim 6, further comprising the steps of:
analyzing failure modes; and
devising the plurality of pre-identified symptoms.
9. (Original) The method of claim 6, further comprising the steps of:
creating a system incident report for each failure detected; and
linking the system incident report to the activated pre-identified symptom.
10. (Cancelled)